

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE

10/18/00
U.S. PATENT & TRADEMARK OFFICE
RECEIVED
C
U
S
P
T
O
U.S.
S
P
T
O

PATENT APPLICATION TRANSMITTAL LETTER

ATTORNEY DOCKET NUMBER:
2685/5702

U.S. PATENT & TRADEMARK OFFICE
RECEIVED
JC920 U.S. PATENT & TRADEMARK OFFICE
09/69/00 721
10/18/00

Commissioner of Patents and Trademarks
Washington D.C. 20231

Transmitted herewith for filing is the patent application of:

Inventors: **Allen Gorin et al.**

For : **METHOD FOR TASK CLASSIFICATION USING MORPHEMES**

Enclosed are:

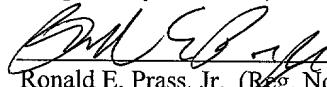
1. 13 sheets of written description prior to the claims, 4 sheets of claims (28 claims), and 1 sheet of abstract and 10 sheets of drawings
2. Executed Declaration/Oath
3. Recordation Assignment Form Cover
4. Assignment and Agreement
5. Information Disclosure Statement and Form PTO-1449

The filing fee has been calculated as shown below:

	NUMBER FILED	NUMBER	RATE (\$)	FEE (\$)
BASIC FEE			710.00	\$710.00
TOTAL CLAIMS	28 - 20 =	8	18.00	144.00
INDEPENDENT CLAIMS	4 - 3 =	1	80.00	80.00
MULTIPLE DEPENDENT CLAIM PRESENT			260.00	0.00
FEE FOR RECORDATION OF ASSIGNMENT		40.00		0.00
*Number extra must be zero or larger		TOTAL		\$934.00
If applicant is a small entity under 37 C.F.R. §§ 1.9 and 1.27, then divide total fee by 2, and enter amount here				\$0.00

6. The Office is authorized to charge the filing fee of \$934.00 to Deposit Account No. 11-0600. A duplicate copy of this paper is enclosed for that purpose.
7. Please direct all correspondence **Ronald E. Prass, Jr.** at **KENYON & KENYON, 1500 K Street, N.W., Suite 700 Washington, D.C. 20005**, phone number (202) 220-4200.

Respectfully submitted,


Ronald E. Prass, Jr. (Reg. No. 42,089)

Dated: 18 October 2000

KENYON & KENYON
1500 K Street, N.W., Suite 700
Washington, DC 20005
Phone: (202) 220-4200
Fax: (202) 220-4201

METHOD FOR TASK CLASSIFICATION USING MORPHEMES

5

This non-provisional application claims the benefit of U.S. Provisional Patent Application No. 60/163,838, filed November 5, 1999, which is incorporated herein by reference in its entirety.

Technical Field

- 10 The invention relates to automated systems for communication recognition and understanding.

Background Of The Invention

Conventional methods for constructing spoken language systems involve collecting and annotating large speech corpora for a task. This speech is

- 15 manually transcribed and each utterance is then semantically labeled. The resultant database is exploited to train stochastic language models for recognition and understanding. These models are further adapted for different dialog states. Examples of such methods are shown in U.S. Patent Nos. 5,675,707, 5,860,063 and 6,044,337, and U.S. Patent Application Nos. 08/943,944, filed October 3, 1997, and 09/217,635, filed December 21, 1998, each of which is incorporated by reference herein in its entirety.

This transcription and labeling process is a major bottleneck in new application development and refinement of existing ones. For incremental training of a deployed natural spoken dialog system, current technology would

25 potentially require transcribing millions of transactions. This process is both time-consuming and prohibitively expensive.

Summary Of The Invention

The invention concerns a method of task classification using morphemes which operates on the task objective of a user. The morphemes may be

- 30 generated by clustering selected ones of the salient sub-morphemes selected from training speech which are semantically and syntactically similar. The

method may include detecting morphemes present in the user's input communication, and making task-type classification decisions based on the detected morphemes in the user's input communication. The training speech may be verbal, non-verbal, a combination of verbal and non-verbal or multimodal.

5 **Brief Description of the Drawings**

The invention is described in detail with reference to the following drawings wherein like numerals reference like elements, and wherein:

Fig. 1 is a block diagram of an exemplary speech recognition system using acoustic morphemes;

10 Fig. 2 is a detailed block diagram of an exemplary acoustic morpheme generator;

Fig. 3 is a flowchart illustrating an exemplary acoustic morpheme generation process;

15 Fig. 4 is a flowchart illustrating an exemplary candidate phone-phrase selection process;

Fig. 5 is a flowchart of an exemplary speech recognition and task classification process using acoustic morphemes;

Fig. 6 is a graph illustrating the number of recognized phones per utterance;

20 Fig. 7 is a graph illustrating the length comparison of recognized vs. transcribed utterances;

Fig. 8 is a graph illustrating the mutual information (MI) of phone-phrases, showing increased MI as their length increases;

25 Fig. 9 is a graph illustrating the P_{max} of phone-phrases, showing more phrases with high P_{max} as their length increases;

Fig. 10 illustrates examples of salient phone-phrases for "collect";

Fig. 11 illustrates an example of an acoustic morpheme for "collect";

Fig. 12 is a graph illustrating the length of salient phone-phrases; and

Fig. 13 is a graph illustrating the experimental call-classification performance on speech using acoustic morphemes.

Detailed Description Of The Preferred Embodiments

5 This invention concerns a spoken dialog system that automatically learns from speech without transcriptions. Semantic labels can be extracted automatically from either experiments or from autonomous dialogs. In particular, a task-independent phone-recognizer is taught how to 'learn to understand' from a database of untranscribed (or transcribed) speech plus semantic labels.

10 Baseline approaches to the teaching of a speech recognition systems to understand are found in U.S. Patents Nos. 5,675,707 and 5,860,063, and U.S. Patent Applications Nos. 08/943,944 and 09/217,635, which are incorporated herein by reference in their entireties.

15 The earliest work demonstrated automatic acquisition of 'words' and 'grammar' from collapsed text. That work did not address, however, the issues arising from non-perfect recognition of speech. The next step was to show how to acquire lexical units from speech alone without transcription and exploit them for spoken language understanding (SLU). That experiment, however, was constrained to speech comprising isolated word sequences and used matching
20 techniques to decide if an observation was a new 'word' or variation of a known 'word'.

25 All of the above efforts involve learning from speech alone. While one can learn much about a spoken language by merely listening to it, the process can progress further and faster by exploiting semantics. This has been demonstrated in both the engineering domain and in analyses of children's language acquisition. Thus, this invention goes beyond the past efforts by exploiting speech plus meaning using morphemes, both acoustic and non-acoustic, in order to teach a machine to 'learn to understand'.

While the morphemes may be non-acoustic (i.e., made up of non-verbal sub-morphemes such as tablet strokes, gestures, body movements, etc.), for ease of discussion, the systems and methods illustrated in the drawings and discussed in the below concern only acoustic morphemes. Consequently, the 5 invention should not be limited to just acoustic morphemes and should encompass the utilization of any sub-units of any known or future method of communication for the purposes of recognition and understanding.

Furthermore, while the terms "speech", "phrase" and "utterance", used throughout the description below, may connote only spoken language, it is 10 important to note in the context of this invention, "speech", "phrase" and "utterance" may include verbal and/or non-verbal sub-units (or sub-morphemes). Therefore, "speech", "phrase" and "utterance" may comprise non-verbal sub-units, verbal sub-units or a combination of verbal and non-verbal sub-units within the spirit and scope of this invention.

15 Fig. 1 is an exemplary block diagram of a possible speech recognition and understanding system 100 that utilizes acoustic morphemes. The speech recognition and understanding system 100 includes two related subsystems, namely an acoustic morpheme generation subsystem 110 and input speech classification subsystem 120.

20 The acoustic morpheme generation subsystem 110 includes an acoustic morpheme generator 130 and an acoustic morpheme database 140. The acoustic morpheme generator 130 generates acoustic morphemes from a corpus of untranscribed training speech (the invention may also operate with training speech that is transcribed, of course). The generated acoustic morphemes are 25 stored in the acoustic morpheme database 140 for use by the acoustic morpheme detector 160. The acoustic morpheme database 140 contains a large number of verbal and non-verbal speech fragments or sub-morphemes (illustrated as phone-phrases for ease of discussion), each of which is related to one of a predetermined set of task objectives. Each of the acoustic morphemes 30 may be labeled with its associated task objective. The operation of the acoustic

morpheme generator 130 will be described in greater detail with respect to Figs. 2-4 below.

- The input speech classification subsystem 120 includes an input speech recognizer 150, an acoustic morpheme detector 160 and a task classification processor 170. The input speech recognizer 150 receives a user's task objective request in the form of verbal and/or non-verbal speech. The input speech recognizer 150 may be of any known design and performs the function of recognizing, or spotting, the existence of one or more acoustic morpheme in the user's input speech.
- 10 The acoustic morpheme detector 160 then detects the acoustic morphemes present in the user's input request. The acoustic morphemes generated by the acoustic morpheme generation subsystem 110 are provided as an input to acoustic morpheme detector 160.
- 15 The output of acoustic morpheme detector 160 includes the detected acoustic morphemes appearing in the user's task objective request that is then provided to the task classification processor 170. The task classification processor 170 may apply a confidence function, based on the probabilistic relation between the recognized acoustic morphemes and selected task objectives, and makes a decision either to implement a particular task objective, or makes a determination that no decision is likely in which case the user may be defaulted to a human or automated system for assistance.
- 20

- An exemplary process of the invention will now be described with reference to Figs. 2-4. Fig. 2 is a detailed block diagram of an exemplary acoustic morpheme generator 130. The acoustic morpheme generator 130 includes an ASR phone recognizer 210, a salient phone-phrase generator 220 and a clustering device 230.

- Fig. 3 illustrates a possible process of generating acoustic morphemes using the acoustic morpheme generator 130 of Fig. 2. The process begins at step 3000 and proceeds to step 3100 where the ASR phone recognizer 210 receives raw training speech from a database, for example. The database may be generated from recordings of users talking with human agents, responding to

the prompt “AT&T. How may I help you?” (HMIHY). The characteristics of this data and early experiments are detailed in U.S. Patent No. 5,675,707, for example.

In an embodiment for recognizing non-acoustic morphemes, the ASR

5 phone recognizer 210 would be replaced in the figure by a sub-morpheme recognizer. The sub-morpheme recognizer would operate similar to the ASR phone recognizer, but it would receive raw non-acoustic or a mixture of acoustic and non-acoustic training data from a database. Again, for each of discussion, only acoustic morphemes will be discussed.

10 A training set of thousands of spoken utterances with corresponding call-labels is used, followed by using a separate test set in the range of 1000 utterances. We denote these *HHS-train* and *HHS-test* respectively. *HHS* denotes human/human speech-only.

The ASR phone recognizer 210 that is applied to the training speech is
15 task-independent. In particular, a phonotactic language model was trained on the switchboard corpus using a Variable-Length N-gram Stochastic Automaton. This corpus is unrelated to the HMIHY task, except in that they both comprise fluent English speech. Off-the-shelf telephony acoustic models may be used. Applying the ASR phone recognizer 210 to the HMIHY test speech data yields a
20 phone accuracy of 43%. The training and test sets so generated are denoted by *ASR-phone-train* and *ASR-phone-test* respectively.

For a baseline comparison, a ‘noiseless’ phonetic transcription was generated from the orthographic transcriptions, by replacing each word by its most likely dictionary pronunciation and deleting word-delimiters. E.g. “*collect*
25 *call*” is converted to “K ax l eh K T K ao l” (see Figs. 10 and 11, for example). We denote these data sets as *transcr-phone-train* and *transcr-phone-test*.

The number of recognized phones per utterance is distributed as shown in Fig. 6. The mean length is 54 phones per utterance. The shapes of those distributions are similar, with a mean duration of 5.9 seconds.

For each utterance, the length of the recognized phone sequence is compared with the length of the phonetic transcription. These values are scatter-plotted in Fig. 7, with the diagonal shown for reference. Observe that in most cases, the transcribed and recognized utterances have approximately the same 5 length. Deviation from the diagonal is in two directions. The above-diagonal points correspond to speech being recognized as background noise or silence. The below-diagonal points correspond to background noise being recognized as speech.

In step 3200, the salient phone-phrase generator 220 selects candidate 10 phone-phrases from the raw training speech corpus. While the system and method of the invention is illustrated and described using the term phone-phrases, it is again important to note that phone-phrases are actually sub-morphemes that may be acoustic or non-acoustic (i.e., made up of non-verbal sub-morphemes such as tablet strokes, gestures, body movements, etc.). 15 However, as discussed above, for ease of discussion, the systems and methods illustrated in the drawings and discussed in the below concern only phone-phrases. Consequently, the invention should not be limited to using just phone-phrases and should encompass the utilization of any sub-units of any known or future method of communication for the purposes of recognition and 20 understanding.

Fig. 4 illustrates a more detailed flowchart of the candidate phone-phrase selection process that takes place in step 3200. In step 3210, the raw training speech corpus is filtered using grammatical inference algorithms, such as those defined in U.S. Patent No. 5,675,707. As a result of the filtering process, in step 25 3220, all observed phone sequences of the predetermined length are selected. In step 3230, the salient phone-phrase generator 220 determines whether the desired maximum phrase length has been met. If the desired maximum phrase length has been met, in step 3240, the salient phone-phrase generator 220 selects the phone sequence as a candidate phone-phrase. Conversely, if the 30 desired maximum phrase length has not been met, the process returns to step 3210 to resume filtering the training speech corpus.

Once the candidate phone-phrases have been selected, in step 3300, the salient phone-phrase generator 220 selects a subset of the candidate phone-phrases. Thus, new units are acquired by the above process of searching the space of observed phone-sequences and selecting a subset according to their 5 utility for recognition and understanding. The resultant subset selected is denoted as salient phone-phrases. Examples of salient phone-phrases for the word "collect" are shown in Fig. 10.

The salient phone-phrase generator 220 may perform the selection of salient phone-phrases by first using a simplified measure of the candidate phone- 10 phrase's salience for the task as the maximum of the *a posteriori* distribution,

$$P_{\max}(f) = \max_C \Pr(C | f),$$

where C varies over the 15 call-types in the HMIHY task. The salient phone-phrases are then selected by applying a threshold on P_{\max} and by using a multinomial statistical significance test. This significance test excludes low- 15 frequency phrases for which a fortunate conjunction of events can give a high appearance salience purely by chance. It tests the hypothesis that the observed call-type count distribution is a sample from the prior distribution.

In step 3400, the salient phone-phrases are clustered into acoustic morphemes by the clustering device 230. Fig. 11 shows examples of acoustic 20 morphemes for the word "collect". The clustering is achieved using a combination of string and semantic distortion measures using methods, for example, such as those in U.S. Patent Application No. 09/217,635. Each cluster is then compactly represented as a finite state machine and stored in the acoustic morpheme database 140. The acoustic morphemes stored in the 25 acoustic morpheme database 140 may then be used in the task classification process shown in Fig. 5.

Fig. 5 is a flowchart of a possible task classification process using acoustic morphemes. The process begins at step 5000 and proceeds to step 5100 where input speech recognizer 150 receives an input communication, such as speech,

from a user, customer, etc. The input speech may, of course, be expressed in verbal speech, non-verbal speech, multimodal forms, or using a mix of verbal and non-verbal speech.

Non-verbal speech may include but are not limited to gestures, body

- 5 movements, head movements, non-responses, text, keyboard entries, keypad entries, mouse clicks, DTMF codes, pointers, stylus, cable set-top box entries, graphical user interface entries and touchscreen entries, or a combination thereof. Multimodal information is received using multiple channels (i.e., aural, visual, etc.). The user's input communication may also be derived from the
10 verbal and non-verbal speech and the user's or the machine's environment. Basically, any manner of communication falls within the intended scope of the invention. However, for ease of discussion, we will focus on verbal speech in the examples and embodiments set forth below.

In step 5200, the acoustic morpheme detector 160 detects acoustic

- 15 morphemes that have been recognized by the input speech recognizer 150 using the acoustic morphemes stored in the acoustic morpheme database 140. In step 5300, the task classification processor 170 performs task classifications based on the detected acoustic morphemes. The task classification processor 170 may apply a confidence function based on the probabilistic relation between the
20 recognized acoustic morphemes and selected task objectives, for example. In step 5400, the task classification processor 170 determines whether a task can be classified based on the detected acoustic morpheme. If the task can be classified, in step 5700, the task classification processor 170 routes the user/customer according to the classified task objective. The process then goes
25 to step 5900 and ends.

If the task cannot be classified in step 5400 (i.e. a low confidence level has been generated), in step 5500, a dialog module (located internally or externally) the task classification process or 170 conducts dialog with the user/customer to obtain clarification of the task objective. After dialog has been
30 conducted with the user/customer, in step 5600, the task classification processor

- 170 determines whether the task can now be classified based on the additional dialog. If the task can be classified, the process proceeds to step 5700 and the user/customer is routed in accordance with the classified task objective and the process ends at step 5900. However, if task can still not be classified, in step
 5 5800, the user/customer is routed to a human for assistance and then the process goes to step 5900 and ends

The example below illustrates this acoustic morpheme generation process. Consider a candidate phone-phrase,

$$f = p_1 p_2 \dots p_n ,$$

- 10 where p_i are phones. Denote its frequency by $F(f)$. A measure of its utility for recognition is the mutual information of its components, denoted $MI(f)$, which may be approximated via

$$MI(f) = MI(p_1 p_2 \dots p_{n-1}; p_n) .$$

- As discussed above, a simplified measure of its salience for the task is the
 15 maximum of the *a posteriori* distribution,

$$P_{\max}(f) = \max_C \Pr(C | f) ,$$

where C varies over the 15 call-types in the HMIHY task.

- These features for phone-phrases observed in the noise-free case are characterized *transcr-phone-train*. In Fig. 8, the MI distributions of these phone-phrases are shown for lengths 2-4. It can be observed that the MI distributions shift positively as length increases, corroborating the increased predictive power of longer units. It can also be observed, however, that while many of these phrases have positive predictive power ($MI > 0$), many do not. Thus, for constructing larger units from smaller ones, attention is restricted to the positive
 20 tail of these MI distributions.
 25

For each of these phone-phrases, $P_{\max}(f)$ is computed, which measures the salience of a phrase for the task. Fig. 9 shows the distribution of P_{\max} for varying length phrases. It can be observed that for single phones, P_{\max} is near-

random, corroborating the intuition that semantics is carried by longer phone-phrases. It can also be observed that the positive shift in the distributions as length increases. In particular, focus on the region $P_{max} > 0.9$, which corresponds to highly salient phone-phrases. As length increases, more of these

5 highly salient phrases are discovered.

- The goal of this process is to grow the phone-phrases until they have the salience of words and word-phrases. Thus, the search criteria for selecting longer units is a combination of their utility for within-language prediction, as measured by MI , and their utility for the task, as measured by P_{max} . For phrases
- 10 with large P_{max} , the MI of the phrase tends to be larger than average. This correlation was exploited successfully for frequency-compensated salience in earlier experiments discussed above, but is not exploited here. In the earlier experiments, a set of salient phone-phrases of length ≤ 16 was generated via a two-pass process as follows:
- 15 • Select phone-phrases with $F(f) \geq 5$ and length ≤ 4 ;
- Filter the training corpus *ASR-phone-train* with those phrases, using a left-right top-down filter with the phrases prioritized by length.
 - Select subsequences from the filtered corpus of fragment-length ≤ 4 , (i.e. with #phones ≤ 16) and with $MI \geq 1$ and $P_{max} \geq 0.5$.
- 20 This particular iterative selection process was selected based on ease of implementation should not be considered optimal. The resultant set of salient phone-phrases have lengths ≤ 16 , distributed as shown in Fig. 12.

An experiment evaluating the utility of these methods in the HMIHY task was conducted. A classifier was trained from the output of a phone recognizer

25 on 7462 utterances, which was denoted *ASR-phone-train*. Salient phone-phrases of length ≤ 16 were selected, as described above. The salient phone-phrases were then clustered into salient grammar fragments. A single-layer neural net was trained with these fragments as input features. The resultant classifier was applied to the 1000 utterance test-set, *ASR-phone-test*.

The call-classification results are scored following the methodology of U.S. Patent No. 5,675,707. In this method, an utterance is classified by the system as one of 15 call-types or rejected as ‘other’. Rejection is based on a salience-threshold for the resulting classification. One dimension of performance is the 5 *False Rejection Rate (FRR)*, which is the probability that an utterance is rejected in the case that the user wanted one of the call-types. The cost of such an error is a lost opportunity for automation. The second dimension of performance is the *Probability of Correct Classification (P_c)* when the machine attempts a decision. The cost of such an error is that of recovery via dialog. Varying the rejection 10 threshold traces a performance curve with axes P_c and FRR.

Fig. 13 shows the results of two experiments evaluated on the 1K test set *ASR-phone-test*. The first experiment uses acoustic-morphemes trained from speech via *ASR-phone-train*. There is a remarkably high Probability Correct for those utterances which are classified ($\geq 90\%$), albeit with a relatively high False 15 Rejection Rate. The second experiment was trained on text, *transcr-phone-train* and evaluated on speech *ASR-phone-test*. Interestingly, it is significantly worse than training on speech. This corroborates the intuition that when classifying ‘noisy’ data, it is better to train in matched conditions. Call-classification operating curves for this task which were trained on word-transcriptions, 20 exploiting sophisticated language models for ASR and SLU with utterance verification are also shown for comparison purposes.

As shown in Figs. 1 and 2, the method of this invention may be implemented using a programmed processor. However, method can also be implemented on a general-purpose or a special purpose computer, a 25 programmed microprocessor or microcontroller, peripheral integrated circuit elements, an application-specific integrated circuit (ASIC) or other integrated circuits, hardware/electronic logic circuits, such as a discrete element circuit, a programmable logic device, such as a PLD, PLA, FPGA, or PAL, or the like. In general, any device on which the finite state machine capable of implementing 30 the flowcharts shown in Figs. 3-5 can be used to implement the speech recognition and understanding system functions of this invention.

While the invention has been described with reference to the above embodiments, it is to be understood that these embodiments are purely exemplary in nature. Thus, the invention is not restricted to the particular forms shown in the foregoing embodiments. Various modifications and alterations can
5 be made thereto without departing from the spirit and scope of the invention.

What is claimed is:

1 1. A method of task classification using morphemes which operates
2 on the task objective of a user, the morphemes being generated by clustering
3 selected ones of salient sub-morphemes from training speech which are
4 semantically and syntactically similar, comprising:

5 detecting morphemes present in the user's input communication;
6 and

7 making task-type classification decisions based on the detected
8 morphemes in the user's input communication.

1 2. The automated task classification method of claim 1, wherein the
2 morphemes include at least one of verbal speech and non-verbal speech.

1 3. The automated task classification method of claim 2, wherein the
2 non-verbal speech includes the use of at least one of gestures, body movements,
3 head movements, non-responses, text, keyboard entries, keypad entries, mouse
4 clicks, DTMF codes, pointers, stylus, cable set-top box entries, graphical user
5 interface entries and touchscreen entries.

1 4. The automated task classification method of claim 1, wherein the
2 morphemes are expressed in multimodal form.

1 5. The automated task classification method of claim 1, wherein the
2 user's input communication is derived from the verbal and non-verbal speech
3 and the user's environment.

1 6. The automated task classification method of claim 1, wherein the
2 morphemes in the user's input communication are derived from the user's
3 actions, including the user's focus of attention.

1 7. The automated task classification method of claim 1, further
2 comprising entering into a dialog with the user to obtain a feedback response
3 from the user.

1 8. The automated task classification method of claim 7, wherein the
2 user is prompted to provide a feedback response includes additional information
3 with respect to the user's initial input communication.

1 9. The automated task classification method of claim 7, wherein the
2 user is prompted to provide a feedback response that includes confirmation with
3 respect to at least one of the set of task objectives determined in the
4 classification decision.

1 10. The automated task classification method of claim 1, wherein the
2 input communication is routed based on the classification decision.

1 11. The automated task classification method of claim 10, wherein the
2 task objective is performed after the input communication is routed.

1 12. The automated task classification method of claim 1, wherein the
2 method operates in conjunction with one or more communication networks, the
3 communication networks including a telephone network, the Internet, an intranet,
4 Cable TV network, a local area network (LAN), and a wireless communication
5 network.

1 13. The automated task classification method of claim 1, wherein the
2 method is used for customer care purposes.

1 14. The automated task classification method of claim 1, wherein the
2 classification decisions and corresponding user input communications are
3 collected for automated learning purposes.

1 15. The automated task classification method of claim 1, wherein the
2 relationship between the generated morphemes and the predetermined set of
3 task objectives includes a measure of usefulness of a one of the morphemes to a
4 specified one of the predetermined task objectives.

1 16. The automated task classification method of claim 15, wherein the
2 usefulness measure is a salience measure.

1 17. The automated task classification method of claim 16, wherein the
2 salience measure is represented as a conditional probability of the task objective
3 being requested given an appearance of the morpheme in the input
4 communication, the conditional probability being a highest value in a distribution
5 of the conditional probabilities over the set of predetermined task objectives.

1 18. The automated task classification method of claim 16, wherein
2 each of the plurality of generated morphemes has a salience measure exceeding
3 a predetermined threshold.

1 19. The automated task classification method of claim 1, wherein the
2 relationship between the generated morphemes and the predetermined set of
3 task objectives includes a measure of commonality within a language of the
4 morphemes.

1 20. The automated task classification method of claim 19, wherein the
2 commonality measure is a mutual information measure.

1 21. The automated task classification method of claim 20, wherein
2 each of the plurality of generated morphemes has a mutual information measure
3 exceeding a predetermined threshold.

1 22. The automated task classification method of claim 11, wherein the
2 step of making a classification decision includes a confidence function.

1 23. The automated task classification method of claim 11, wherein the
2 input communication from the user represents a request for at least one of the
3 set of predetermined task objectives.

1 24. The automated task classification method of claim 11, wherein the
2 input communication is responsive to a query of a form "How may I help you?".

1 25. The automated task classification method of claim 11, wherein
2 each of the verbal and non-verbal speech are directed to one of the set of
3 predetermined task objectives and each of the verbal and non-verbal speech is
4 labeled with the one task objective to which it is directed.

1 26. A method of task classification which operates on the task objective
2 of a user, comprising:

3 selecting salient phone-phrases from training speech;
4 generating acoustic morphemes by clustering selected ones of the
5 salient phone-phrases which are semantically and syntactically similar;
6 detecting acoustic morphemes present in the user's input
7 communication; and

8 making task-type classification decisions based on the detected
9 acoustic morphemes in the user's input communication.

1 27. A method of task classification which operates on the task objective
2 of a user, comprising:

3 selecting salient sub-morphemes from training speech;
4 generating morphemes by clustering selected ones of the salient
5 sub-morphemes which are semantically and syntactically similar;

6 detecting morphemes present in the user's input communication;
7 and

8 making task-type classification decisions based on the detected
9 morphemes in the user's input communication.

1 28. A method of task classification using acoustic morphemes which
2 operates on the task objective of a user, the acoustic morphemes being
3 generated by clustering selected ones of salient phone-phrases from training
4 speech which are semantically and syntactically similar, comprising:

5 detecting acoustic morphemes present in the user's input
6 communication; and

7 making task-type classification decisions based on the detected
8 acoustic morphemes in the user's input communication.

Abstract of the Disclosure

The invention concerns a method of task classification using morphemes which operates on the task objective of a user. The morphemes may be

- 5 generated by clustering selected ones of the salient sub-morphemes selected from training speech which are semantically and syntactically similar. The method may include detecting morphemes present in the user's input communication, and making task-type classification decisions based on the detected morphemes in the user's input communication. The morphemes may
- 10 be verbal and/or non-verbal.

Fig. 1

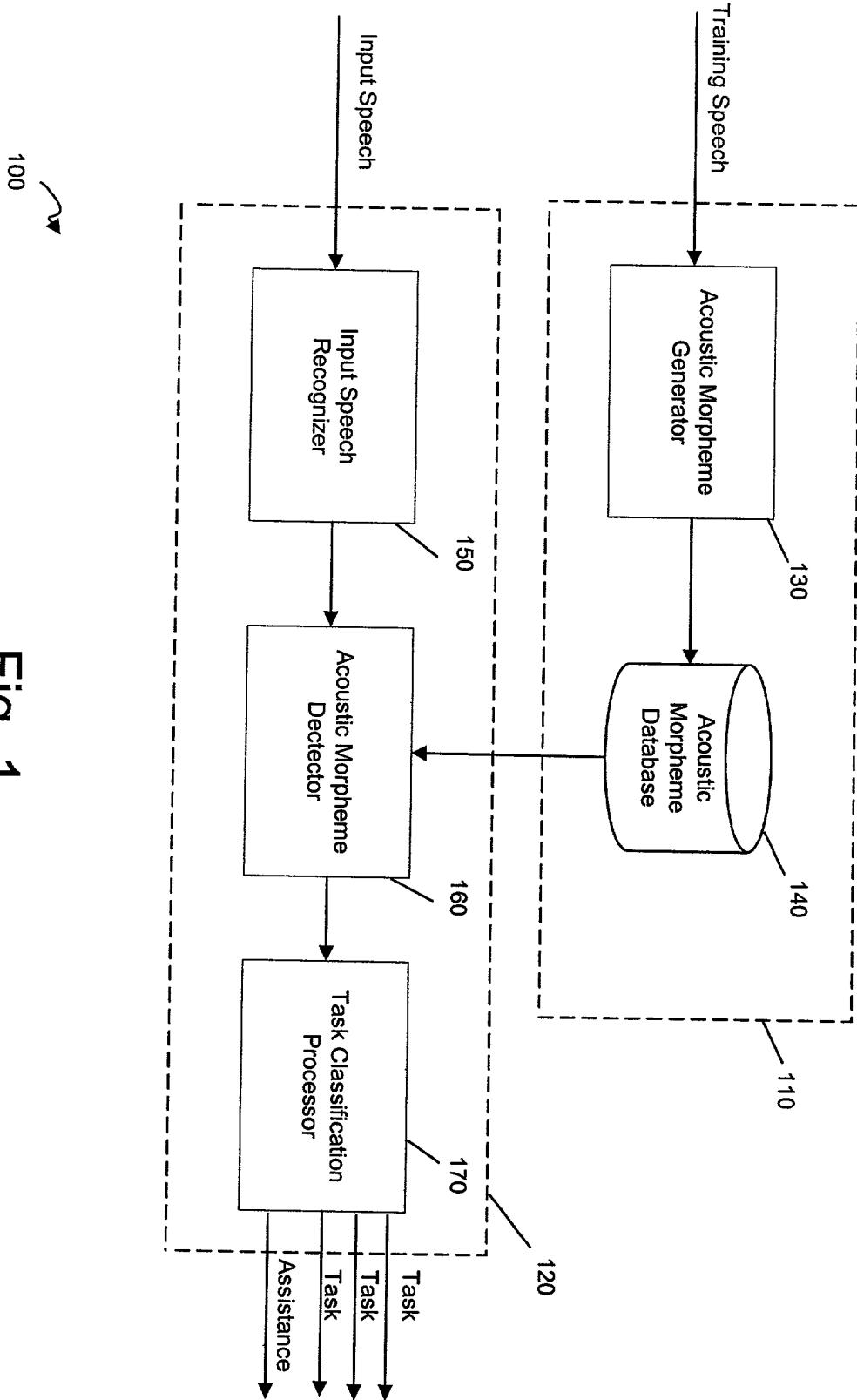
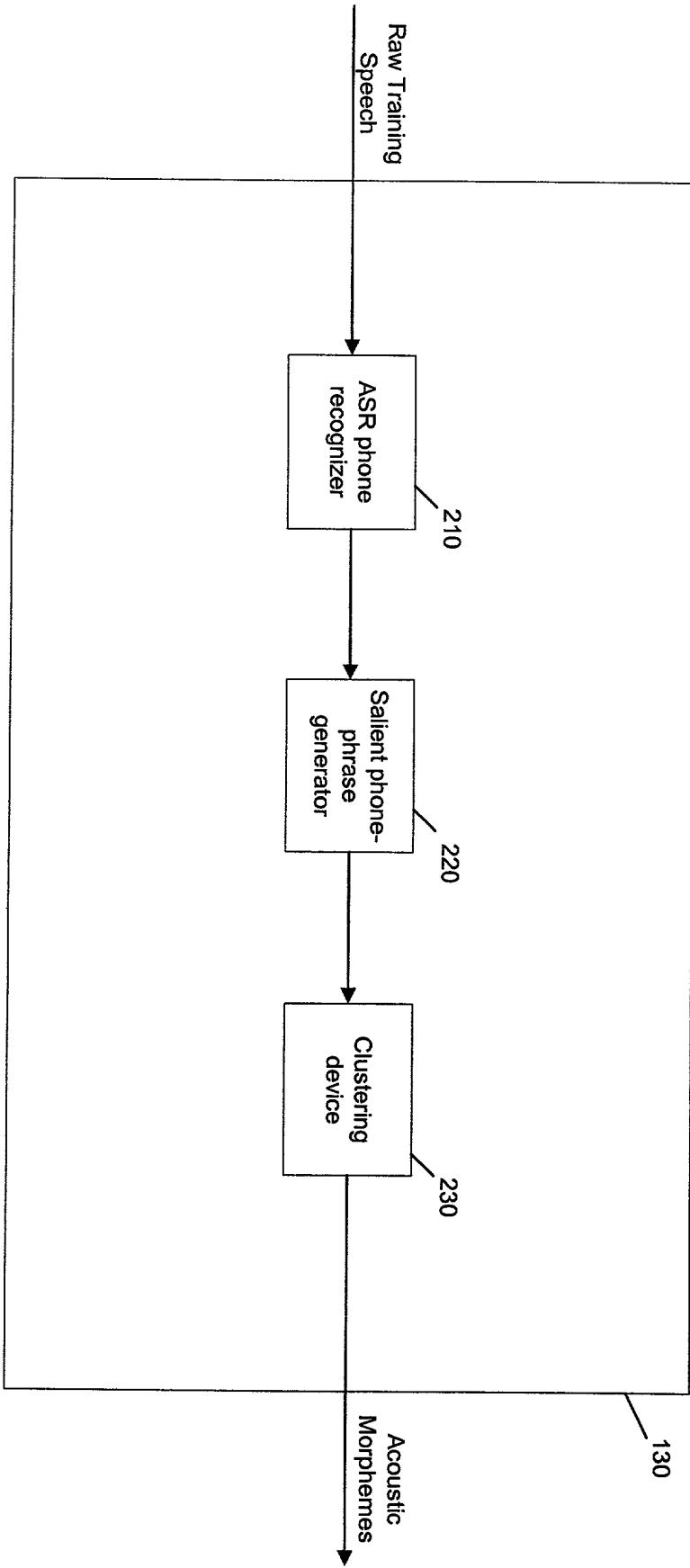


Fig. 2



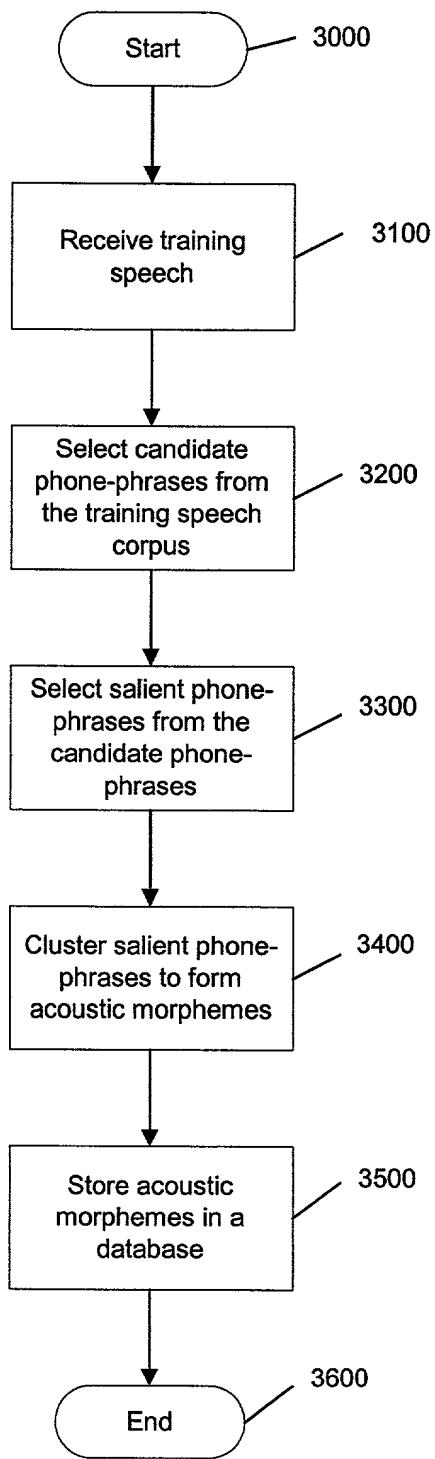


Fig. 3

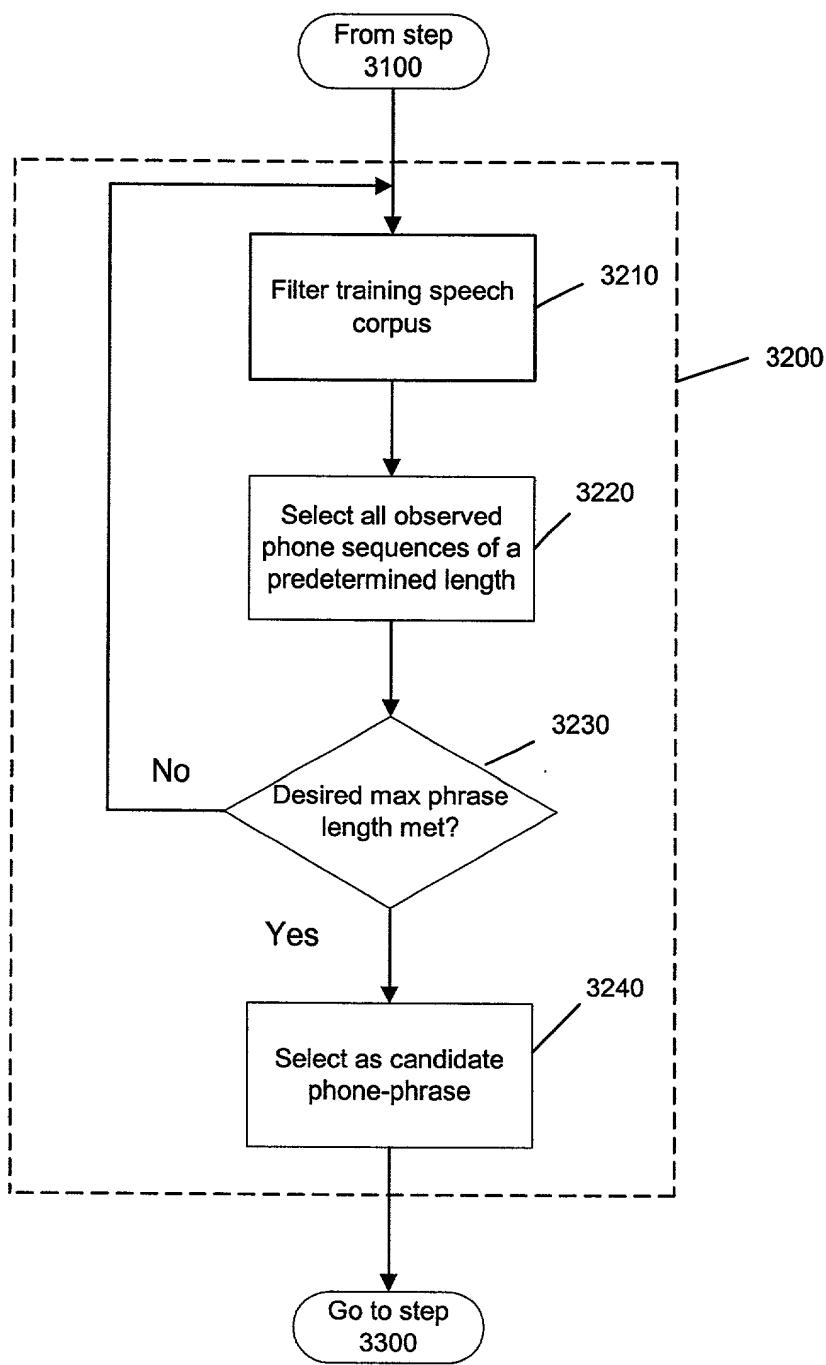


Fig. 4

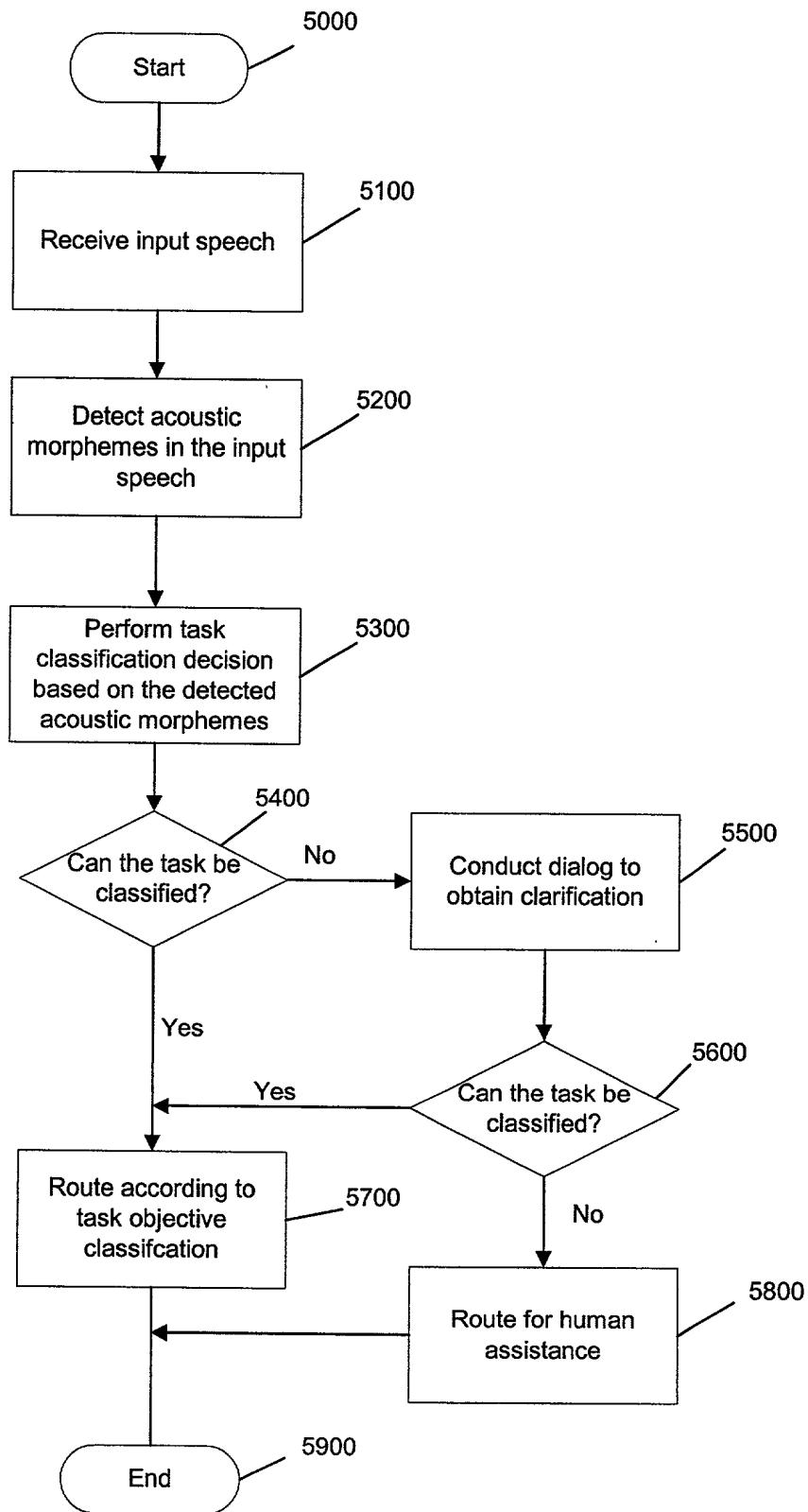


Fig. 5

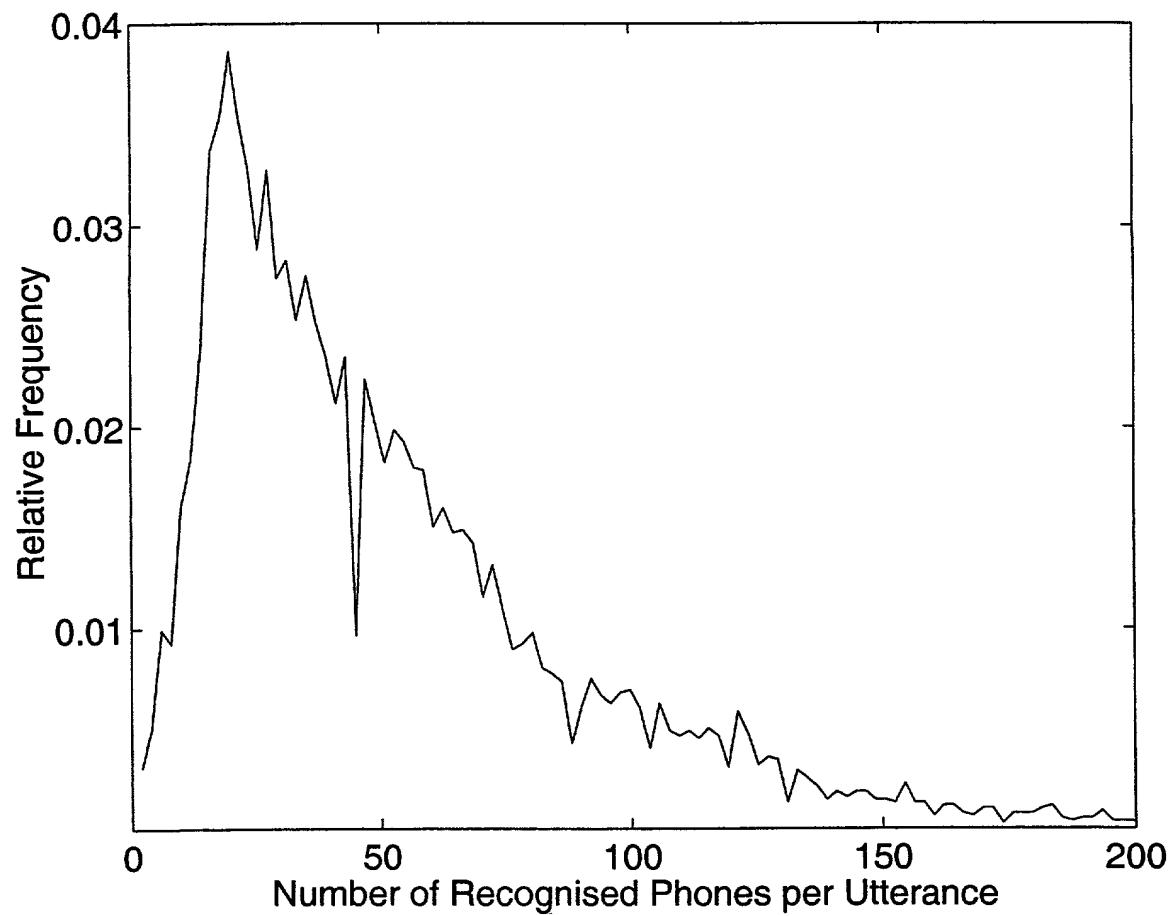


Fig. 6

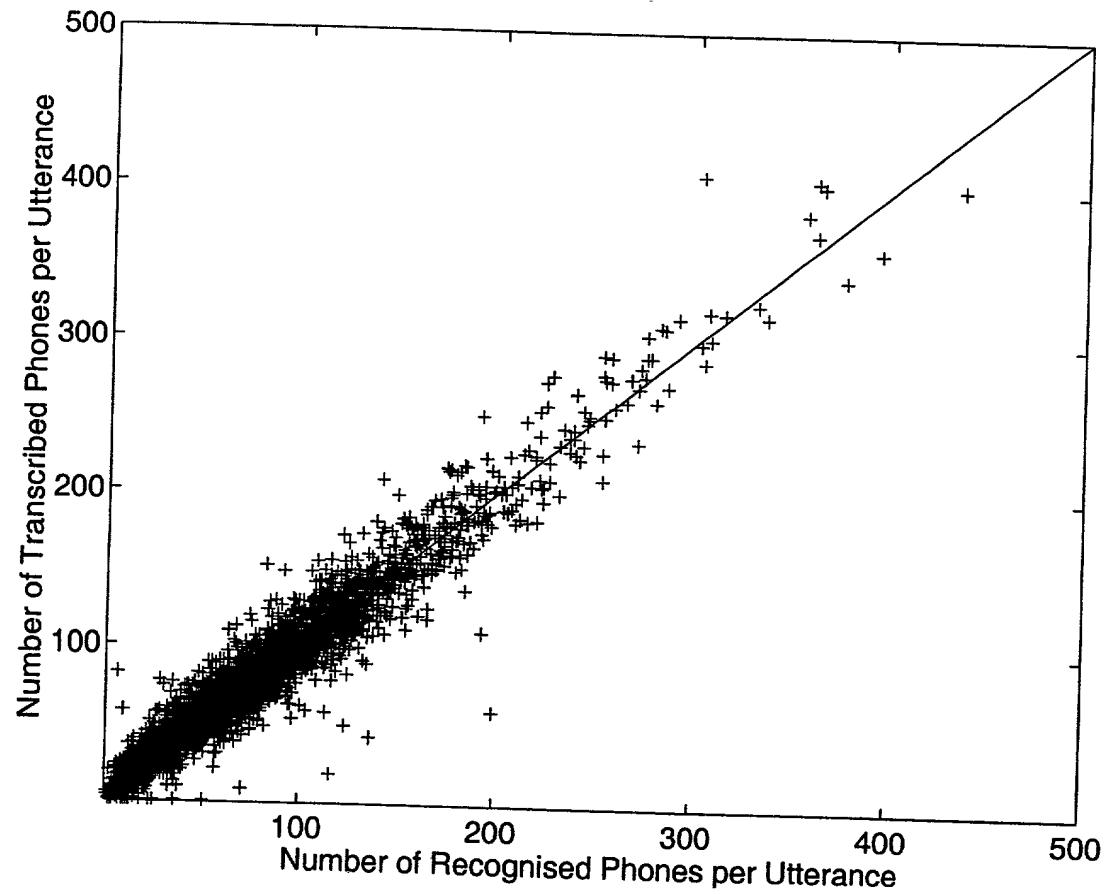


Fig. 7

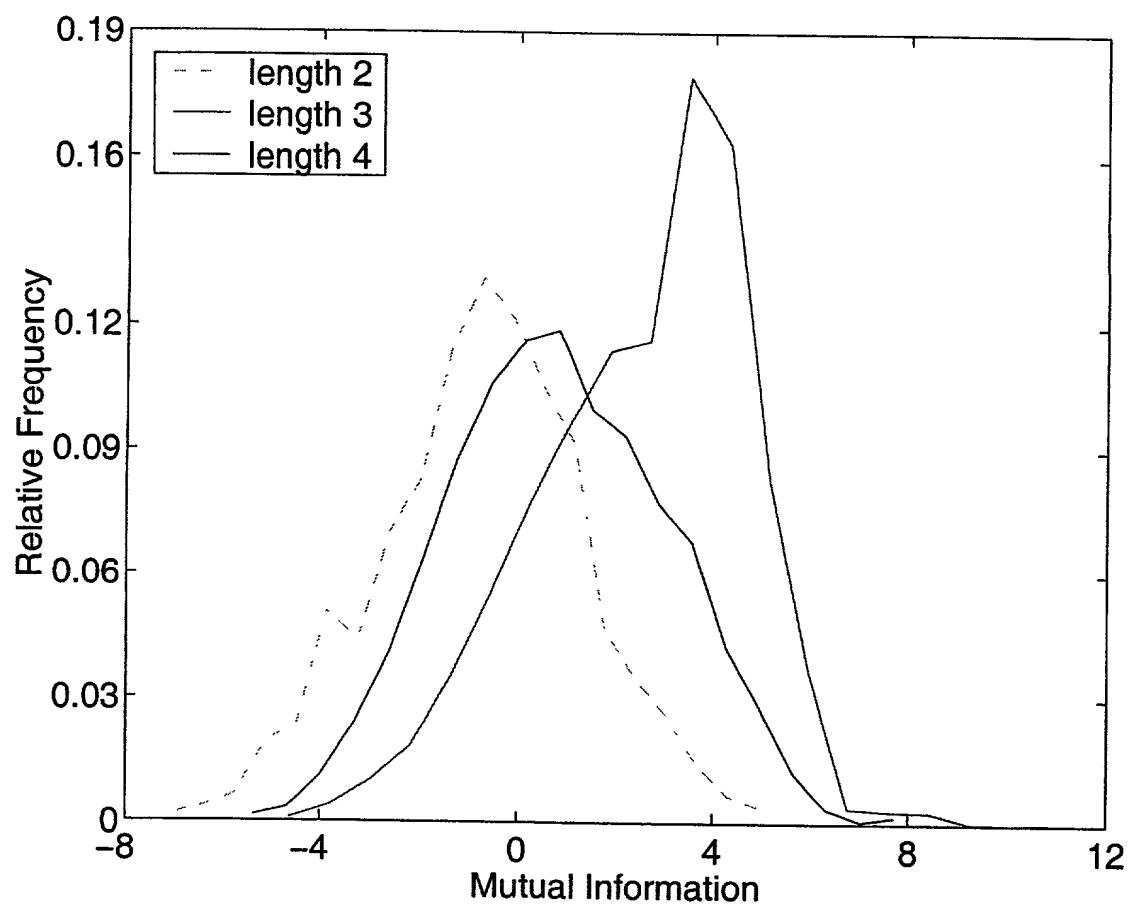


Fig. 8

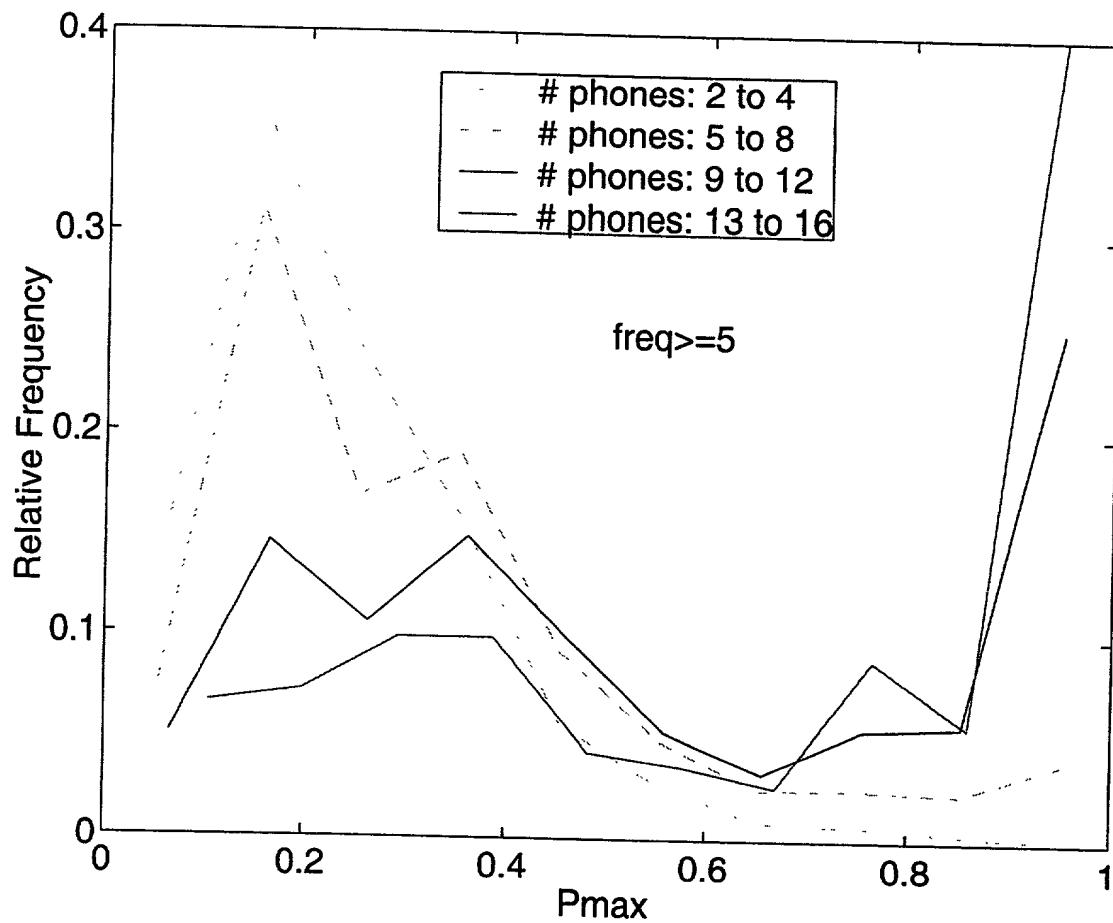


Fig. 9

Fig. 10

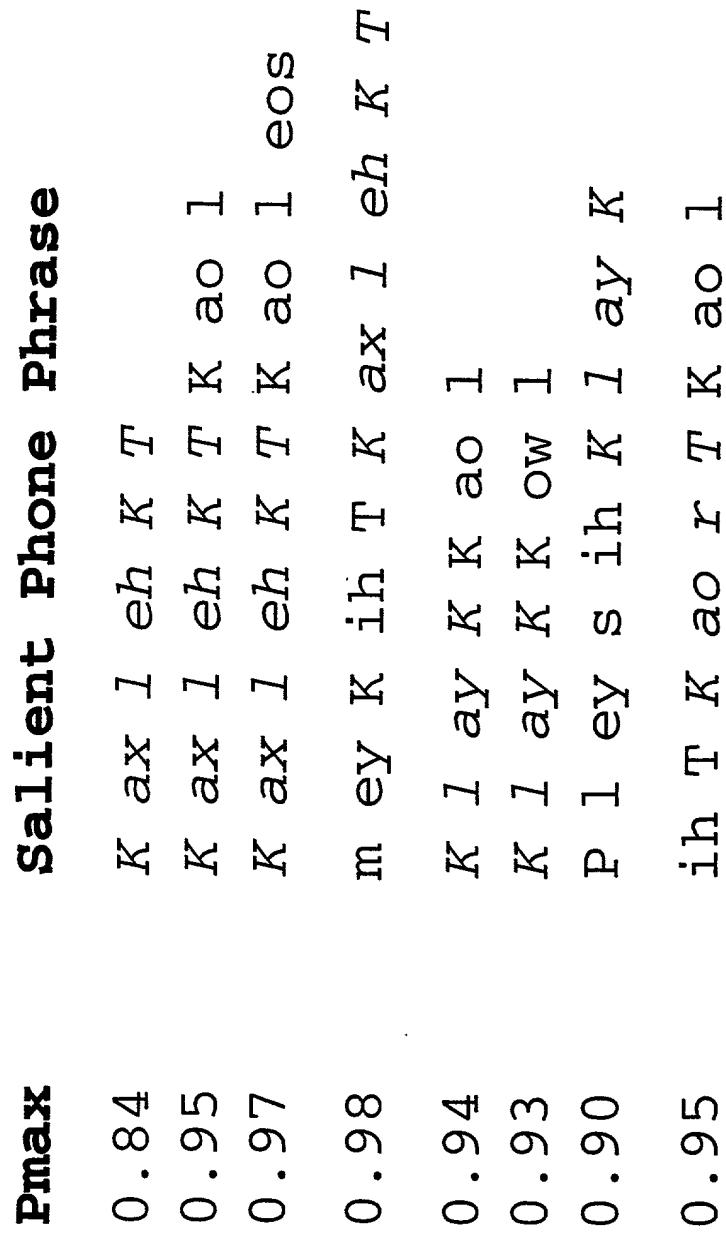
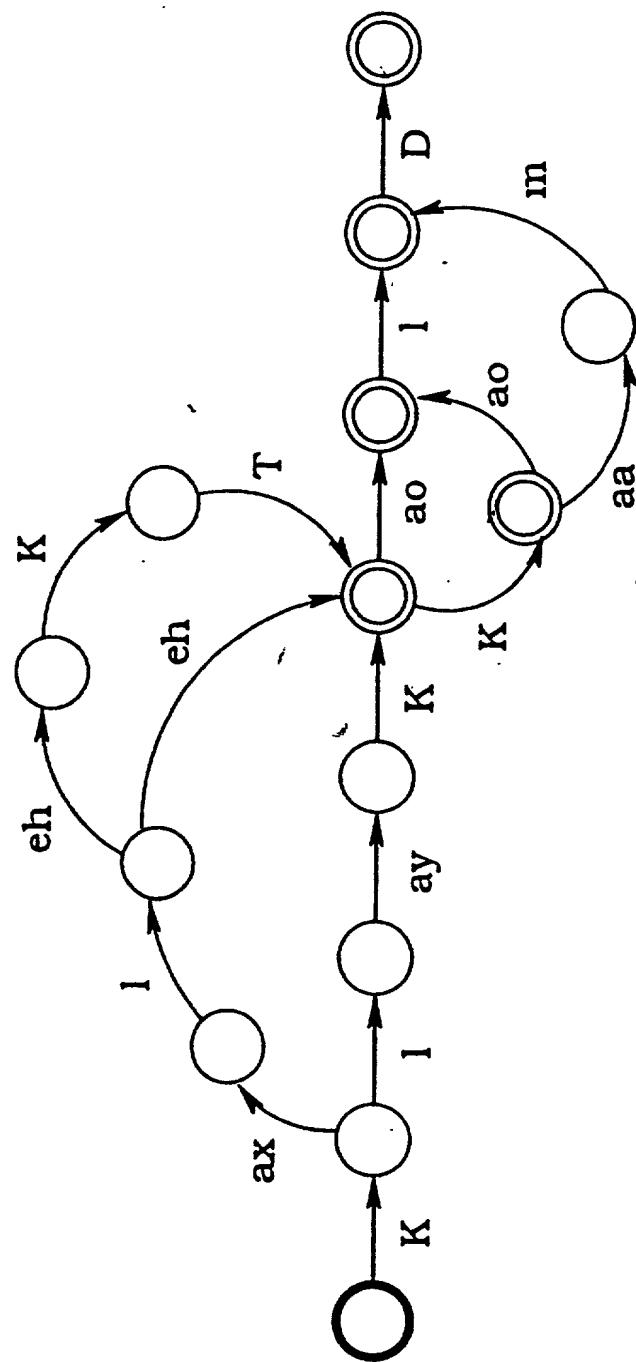


Fig. 11



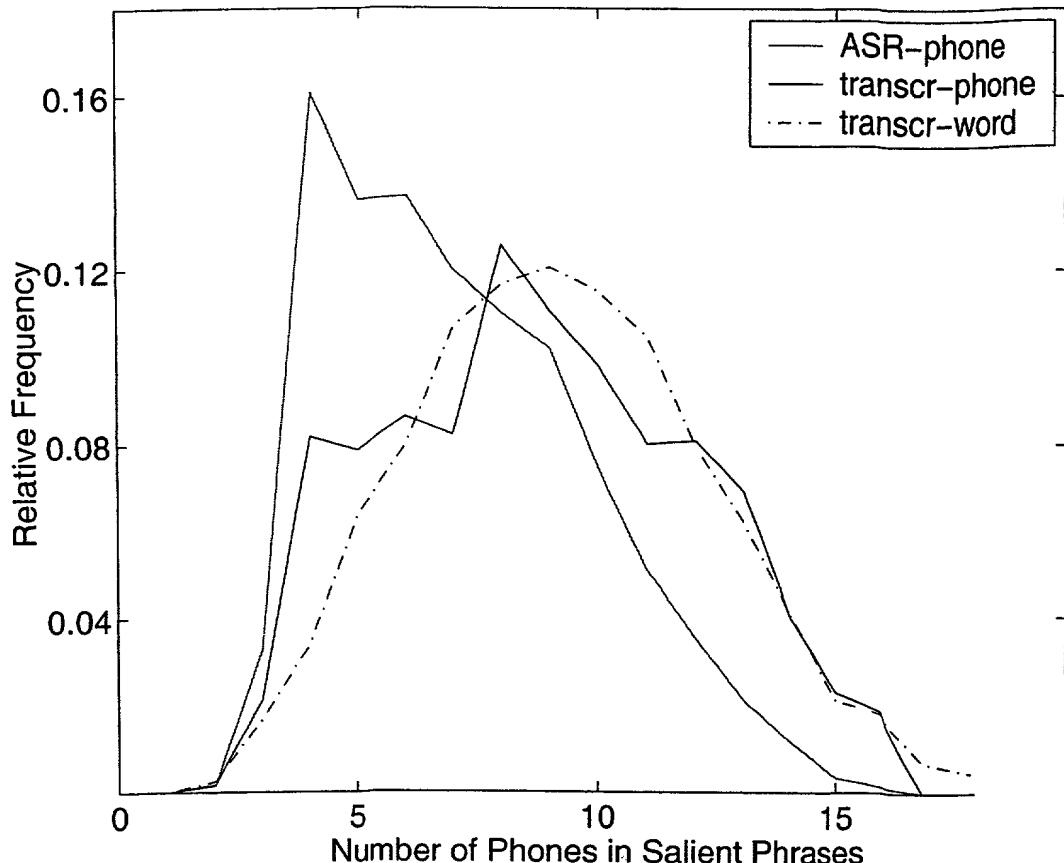


Fig. 12

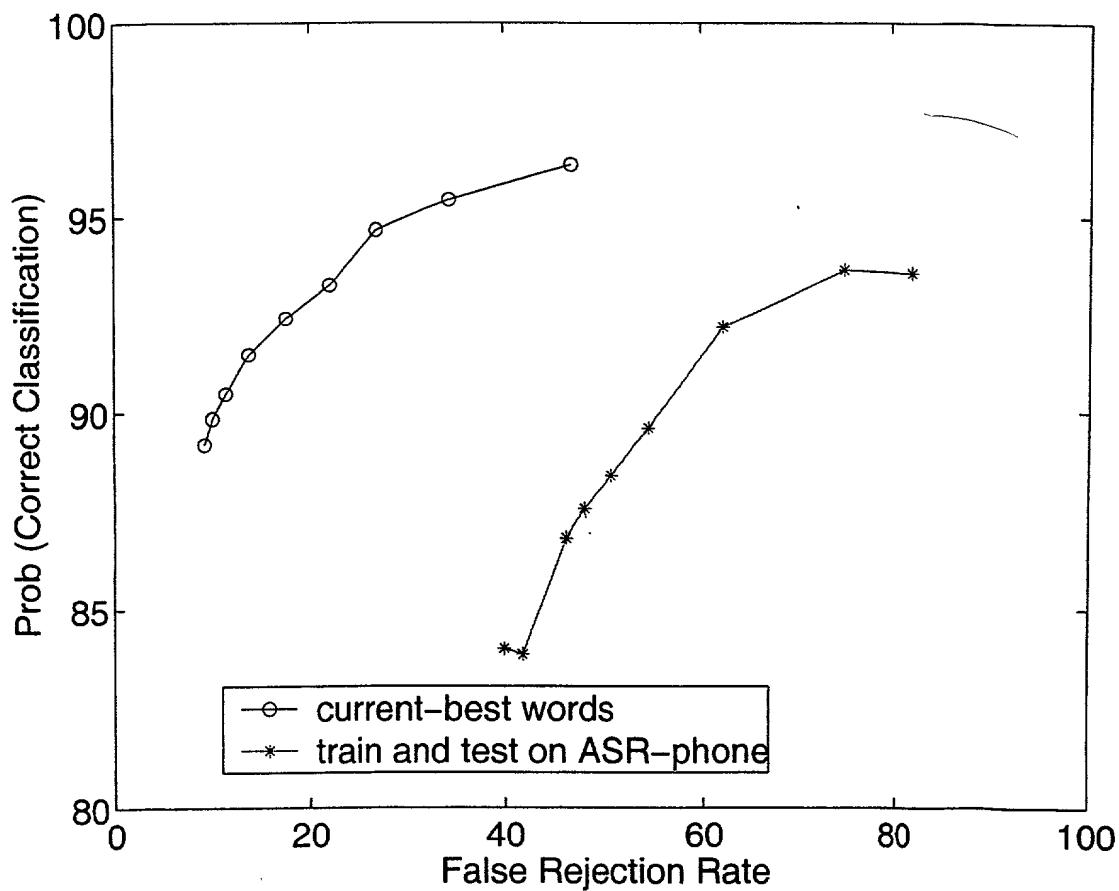


Fig. 13

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Declaration and Power of Attorney

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled METHOD FOR TASK CLASSIFICATION USING MORPHEMES the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by an amendment, if any, specifically referred to in this oath or declaration.

I acknowledge the duty to disclose all information known to me which is material to patentability as defined in Title 37, Code of Federal Regulations, 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, 119 of any foreign application(s) for patent or inventors= certificate listed below and have also identified below any foreign application for patent or inventors= certificate having a filing date before that of the application on which priority is claimed:

None

I hereby claim the benefit under Title 35, United States Code, 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, 112, we acknowledge the duty to disclose all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

**Serial No. 60/163,838
Filed November 5, 1999
Status: PENDING**

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

Samuel H. Dworetzky(Reg. No. 27873)
Thomas A. Restaino (Reg. No. 33444)
Cedric G. DeLaCruz (Reg. No. 36498)
Michele L. Conover (Reg. No. 34962)
Rohini K. Garg (Reg. No. 45272)
Benjamin S. Lee (Reg. No. 42787)
Robert B. Levy (Reg. No. 28234)
Susan E. McHale (Reg. No. 35948)
Alfred G. Steinmetz (Reg. No. 22971)

I also appoint the registered practitioners of Kenyon & Kenyon included in the Customer Number provided below as associate attorneys, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

CUSTOMER NUMBER: 23838

Please address all correspondence to Ronald E. Prass, Jr., Kenyon & Kenyon, Suite 700, 1500 K Street NW, Washington, D.C. 20005. Telephone calls should be made to Mr. Prass by dialing 202-220-4200.

Full name of 1st joint inventor: Allen Louis Gorin

Inventor's signature Allen Louis Gorin Date 10/16/00

Residence: Berkley Heights, Union County, New Jersey

Citizenship: United States of America

Post Office Address: 205 Spring Ridge Drive
Berkely Heights, New Jersey 07922

Full name of 2nd joint inventor: Dijana Petrovska-Delacretaz

Inventor's signature _____ Date _____

Residence: Paris, France

Citizenship: Switzerland

Post Office Address: 46, Rue de Barrault
75634 Paris, Cedex 13 France

Full name of 3rd joint inventor: Giuseppe Riccardi

Inventor's signature Giuseppe Riccardi Date 10/16/00

Residence: Hoboken, Hudson County, New Jersey

Citizenship: Italy

Post Office Address: 716 Hudson Street, Apt. 1C
Hoboken, New Jersey 07030

Full name of 4th joint inventor: Jeremy Huntley Wright

Inventor's signature Jeremy Huntley Wright Date 10/16/00

Residence: Warren, Somerset County, New Jersey

Citizenship: Great Britain

Post Office Address: 87 King George Road
Warren, New Jersey 07059

DOCKET NO. 02685/5702

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Declaration and Power of Attorney

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled METHOD FOR TASK CLASSIFICATION USING MORPHEMES the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by an amendment, if any, specifically referred to in this oath or declaration.

I acknowledge the duty to disclose all information known to me which is material to patentability as defined in Title 37, Code of Federal Regulations, 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, 119 of any foreign application(s) for patent or inventors= certificate listed below and have also identified below any foreign application for patent or inventors= certificate having a filing date before that of the application on which priority is claimed:

None

I hereby claim the benefit under Title 35, United States Code, 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, 112, we acknowledge the duty to disclose all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

Serial No. 60/163,838
Filed November 5, 1999
Status: PENDING

DR

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

Samuel H. Dworetzky(Reg. No. 27873)
Thomas A. Restaino (Reg. No. 33444)
Cedric G. DeLaCruz (Reg. No. 36498)
Michele L. Conover (Reg. No. 34962)
Rohini K. Garg (Reg. No. 45272)
Benjamin S. Lee (Reg. No. 42787)
Robert B. Levy (Reg. No. 28234)
Susan E. McHale (Reg. No. 35948)
Alfred G. Steinmetz (Reg. No. 22971)

I also appoint the registered practitioners of Kenyon & Kenyon included in the Customer Number provided below as associate attorneys, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

CUSTOMER NUMBER: 23838

Please address all correspondence to Ronald E. Prass, Jr., Kenyon & Kenyon, Suite 700, 1500 K Street NW, Washington, D.C. 20005. Telephone calls should be made to Mr. Prass by dialing 202-220-4200.

DL

Full name of 1st joint inventor: Allen Louis Gorin

Inventor's signature _____ Date _____

Residence: Berkley Heights, Union County, New Jersey

Citizenship: United States of America

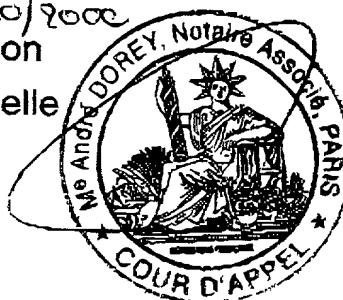
Post Office Address: 205 Spring Ridge Drive
Berkely Heights, New Jersey 07922

Full name of 2nd joint inventor: Dijana Petrovska-Delacreraaz

Inventor's signature Petra Date 10/10/2000

Residence: Paris, France

*Dans le 11/10/2000
Vu pour certification
simplement matérielle*



Citizenship: Switzerland

Post Office Address: 46, Rue de Barrault de signature
75634 Paris, Cedex 13 France

Full name of 3rd joint inventor: Giuseppe Riccardi

Inventor's signature _____ Date _____

Residence: Hoboken, Hudson County, New Jersey

Citizenship: Italy

Post Office Address: 716 Hudson Street, Apt. 1C
Hoboken, New Jersey 07030

Full name of 4th joint inventor: Jeremy Huntley Wright

Inventor's signature _____ Date _____

Residence: Warren, Somerset County, New Jersey

Citizenship: Great Britain

Post Office Address: 87 King George Road
Warren, New Jersey 07059